



- Completes the daily diet office functions for the menu management software system – diet changes, admissions, discharges, transfers, menu substitutions, alternate/allergies, special diet requests, etc. in an accurate and timely manner.
- Communicates all therapeutic diet and modified textures, special considerations, allergies, diet changes to Nutrition & Food Services staff.
- Maintains and prints patient meal tray tickets/tray cards and production tally sheets, snack labels and other dietary reports as necessary.
- Assesses production tally sheets to ensure they are accurate and communicates pertinent information to Cook(s).
- Maintains appropriate records, reports and completes general office duties and filing.
- Works on tray line/belt line and checks trays for accuracy.
- Participates in temperature, taste panels and test trays.
- Tenders cafeteria reconciliation sheets and balances cash flow.
- Performs data entry, audits and equipment checks as directed.
- Participates in orientation and training of new Dietary Clerks.
- Supports and assists the Dietary Aide and/or Cook to ensure a smooth-running operation and the completion of Nutrition & Food Services related tasks in a timely manner.
- Communicates effectively and fosters a positive working environment as a member of the health care team.
- Works harmoniously within a multidisciplinary team and collaborates with other departments and service providers in keeping with the requirements.
- Maintains and promotes a clean and safe work environment through proper food handling and storage, ensuring proper food temperatures, conducting appropriate audits, adhering to department cleaning schedules and reporting faulty equipment in a timely manner.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

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RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

#### **PERFORMANCE MEASUREMENTS**

1. All pertinent information is entered and processed prior to production and tray line, in a timely manner.
2. Electronic menu management software program is understood and operated in an accurate, efficient, and consistent manner.
3. Patient and resident diet orders are processed accurately as per therapeutic diets and texture specifications.
4. Dietary Aides/Cooks are correctly informed about diet changes.
5. Shifts are maintained appropriately as required.
6. Communicates effectively to ensure special dietary products are ordered as needed.
7. Staff, visitors and clients are served in a courteous and appropriate manner.
8. Nutrition & Food Services audits are completed as assigned.

9. Cafeteria recoveries/cash flow is balanced.
  10. Practices and adheres to appropriate hand hygiene procedures as per Infection Prevention & Control policy.
  11. Communicates with other members of the health care team in a clear, courteous, professional and timely manner.
  12. Supports and assists the Dietary Aide and/or Cook as needed to ensure the completion of Nutrition & Food Services related duties and that all dietary requirements are met.
  13. Maintains and protects all confidential information of patients.
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## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- Grade 12 education or equivalent.
- Completion of any of the following: Dietary Aide Level 2, Diet Technician Course, Nutrition & Diet Therapy Course; combination of education and experience will be considered.
- Current Food Handler Training Certificate Level 1 or equivalent Food Sanitation course.

### **KNOWLEDGE REQUIRED:**

- Demonstrated knowledge and understanding of all therapeutic and texture modified diets and supplements.
- Knowledge of and experience working with diet software programming and its capabilities.
- Demonstrated proficiency in Microsoft Office applications, Outlook/Email.
- Previous cash-handling experience.

### ***For Regional Sites Only***

- Demonstrated proficiency of Electronic Menu Management Information System (EMMIS).

### **EXPERIENCE REQUIRED:**

- Minimum one (1) year full time health care food service or institutional food services experience.
- Previous cash-handling experience.

### **SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Demonstrated ability to manage time and work efficiently.
- Demonstrated effective leadership skills.
- Demonstrated organization skills and ability to prioritize in a changing environment.
- Demonstrated excellent and effective written and verbal communication skills.
- Demonstrated ability to read, write and speak English effectively, and ability to follow oral and written instructions.
- Demonstrated ability for attention to detail and ability to work with accuracy.
- Demonstrated ability to follow departmental policies and procedures.
- Demonstrated ability to operate departmental equipment in a safe and efficient manner.
- Demonstrated ability to work independently as well as with others.
- Demonstrated ability to lift items up to 1-5 kg (2.2-11 lbs) constantly, 6-11kg (13.2 – 24 lbs) occasionally and 23 kg (50 lbs) seldomly.
- Demonstrated ability to establish and maintain positive working relationships with others.

- Demonstrated ability to communicate effectively with staff, health care professionals, co-workers, patients, residents, public and customers.
  - Demonstrated ability to be flexible in approach to daily assigned tasks.
  - Demonstrated decision-making and problem solving skills.
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
  - Demonstrated ability to meet the physical and mental demands of the job.
  - Good work and attendance record.
  - Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
  - All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
  - Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least 1,000,000.00.
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**WORK CONDITIONS:**

- No hazardous or significantly unpleasant conditions.
  - Work evenings and weekends as outlined in work rotations or as necessary.
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**SALARY SCALE:**

As per CUPE Facility Support Collective Agreement Salary Scale.

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*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*